



International Organization for Migration (IOM)
The UN Migration Agency

SVN-2024-003

Position Title : **Project Coordinator (E-Learning Graphic Design)**
Duty Station : **San José, Costa Rica**

Classification : **SST G7 - Gross Monthly Salary CRC 1.644.615,38**

Type of Appointment : **Special Short Term**

Estimated Start Date : **As soon as possible**

Closing Date : **February 06, 2024**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Applications from qualified female candidates are especially encouraged. For the purpose of the vacancy, the following candidates are considered as first-tier candidates:

1. Internal candidates
2. Qualified applicants from the following NMS countries:

Algeria, Angola, Antigua and Barbuda, Bahamas, Belize, Benin, Burundi, Cambodia, Cape Verde, Cameroon, Central African Republic, Czech Republic, Comoros, Djibouti, El Salvador, Gabon, Gambia, Guyana, Holy See, Iceland, Israel, Lesotho, Libya, Luxembourg, Madagascar, Maldives, Malta, Marshall Islands, Montenegro, Micronesia, Mongolia, Namibia, Nauru, Papua New Guinea, Paraguay, Republic of Congo, Saint Vincent and the Grenadines, Samoa, Seychelles, Somalia, Suriname, Swaziland, Tanzania, Timor Leste, Togo, Trinidad and Tobago, Vanuatu, Venezuela, Vietnam, Yemen

3. External female candidates.

Organizational Context and Scope

Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental, and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM's migration learning platform, E-Campus, is a global online platform for external users that offers courses in three different e-learning modalities: self-paced courses, tutored, and bi-modal. In addition, the platform hosts free and open courses and specialized courses offered on demand or under a bi-modal (a virtual course that complements a face-to-face course) modality.

IOM E-Campus has strengthened its capacity to develop e-learning courses in-house without hiring external companies. However, the demand for courses and the team is growing. Consequently, there is a need to hire a Coordinator who can supervise the Graphic Design Team, ensuring the courses' technical accuracy and quality standards.

Under the direct supervision of the National Officer (E-Campus) and overall supervision of CoM IOM Costa Rica, the incumbent will be responsible for executing the following tasks:

Responsibilities and Accountabilities

1. Supervise the graphic design development for new e-learning courses and update existing ones in close collaboration with the content team and thematic specialists, technical experts, project managers, supervisor, and external partners.
2. Guide and supervise and assign tasks to the E-Campus Graphic Design Team.
3. Provide support in managing E-Campus/requestors timelines and resources to ensure multiple priorities are managed successfully.
4. Develop and review e-learning courses.
5. Respond to external requests for course development, update, or improvement of courses.
6. Review and provide feedback on the design elements including UX/UI, QA and following all IOM guidelines and standards.
7. Ensure consistency between the course design and final course products, as well as between E-Campus's other courses or programs.
8. Contribute to knowledge management initiatives.
9. Prepare and implement a work plan of activities for the design team and carry out the corresponding follow-up actions.
10. Perform such other duties as may be assigned.

Required Qualifications and Experience

The incumbent is expected to demonstrate the following technical and behavioral competencies:

EDUCATION AND EXPERIENCE

EDUCATION

- Professional in Graphic Design, Publicity or similar with 5 years of relevant professional experience;
- Or Completed High School with 7 years of relevant professional experience.
- A Postgraduate or Master's degree is an advantage.

EXPERIENCE

- Incorporates gender-related needs, perspectives, and concerns, and promotes equal gender participation.
- At least two years of experience in using Articulate 360 software.
- Takes responsibility and manages constructive criticism.
- Experience in supervision of work teams.
- Experience delivering complex products with multiple stakeholders and minimal supervision, as well as practical knowledge of how-to multi-task, prioritize and work independently.
- Experience in developing and reviewing e-learning materials for courses and updating existing ones, including UX/UI and QA testing.
- Experience in animated video development and audio editing.

Skills

- Basic knowledge of migration-related issues: migration management, vulnerable migrants, protection of migrants, labor migration, border management, human trafficking, and migrant smuggling, among others.
- Strong interpersonal and intercultural skills with proven ability to work effectively and harmoniously with a team of colleagues.
- Excellent written and verbal skills.
- Excellent command of Adobe Creative Cloud especially InDesign, Photoshop, and Illustrator.

- Excellent command of Articulate 360.
- Knowledge of AI tools for course development.
- Proven ability to produce quality work accurately and concisely according to set deadlines.

Languages: Fluency in English and Spanish (oral and written) is required.

Desirable: French or other UN language.

Competencies¹

The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Courage: Demonstrates willingness to take a stand on issues of importance.

Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

CORE COMPETENCIES - Behavioural indicators – Level 2

Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.

Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.

¹ Competencies and respective levels should be drawn from the Competency Framework of the Organization.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

MANAGERIAL COMPETENCIES - Behavioural indicators – Level 2

Leadership: Provides a clear sense of direction, leads by example and demonstrates the ability to carry out the Organization's vision. Assists others to realize and develop their leadership and professional potential.

Empowering others: Creates an enabling environment where staff can contribute their best and develop their potential.

Building Trust: Promotes shared values and creates an atmosphere of trust and honesty.

Strategic thinking and vision: Works strategically to realize the Organization's goals and communicates a clear strategic direction.

Humility: Leads with humility and shows openness to acknowledging own shortcomings.

How to apply:

The candidate should send his/her application through the following email cosanjosevacancies2@iom.int using as Subject:

“SVN 2024-003 Project Coordinator (E-Learning Graphic Design) G7”

The application must include:

- Curriculum with 3 references.
- Letter of interest.
- In case of receiving applications from foreigners living in Costa Rica, they must submit their work permit.

Candidates must submit their offer by **February 06, 2024**. No applications will be considered after this date. Shortlisted candidates will be invited to an interview.

Only short-listed candidates will be contacted.

You can check the Post Description on <https://costarica.iom.int/es/vacantes>.

The International Organization for Migration (IOM) does not discriminate on the basis of disability, age, gender identity and expression, sexual orientation, nationality, racial identity, religious beliefs, among others. IOM is committed to a diverse and inclusive environment and therefore its staff come from a wide range of socio-economic backgrounds and world

perspectives. Candidates from women, people of African descent and LGBTIQ+ people who are qualified and meet the requirements of each vacancy are especially encouraged.

La Organización Internacional para las Migraciones (OIM) no discrimina por motivos de discapacidad, edad, identidad y expresión de género, orientación sexual, nacionalidad, identidad racial, creencias religiosas, entre otras. La OIM está comprometida con un entorno diverso e inclusivo y por ello su personal proviene de una amplia gama de entornos socioeconómicos y perspectivas del mundo. Se alienta especialmente las candidaturas de mujeres, personas afrodescendientes y personas LGBTIQ+ que se encuentren cualificadas y cumplan los requisitos de cada vacante.